

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE:**                      **COMMUNITY SERVICE OFFICER III**

**DEPARTMENT:**                **POLICE**

**BASIC FUNCTION:**

The Community Service Officer III is part of a family of positions that serve the police department and perform a variety of specialized support functions. The positions may be assigned as needed to support the police operation.

Under general supervision, to perform complex and advanced community service and police related technical, paraprofessional and administrative duties in the field and in the office; to complete and coordinate special projects and assignments; and to perform related work as assigned.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents in the Community Service Officer III class perform a variety of non-sworn, non-hazardous and hazardous advanced and specialized tasks in critical or sensitive functional areas, such as, assisting in investigations, maintaining evidence, chain of custody, or crime scene evidence collections, enhance safety in parks and waterways, and coordinating special projects and or events that impact the department and community. Depending on the assignment, duties and responsibilities vary. Each position in the series is classified at a level commensurate with the duties and level of responsibilities required of the position.

**KEY RESPONSIBILITIES:**                **(May vary depending on the assignment)**

As assigned, assist in administering the department's designated programs, such as, domestic violence, juvenile diversion, child abuse, property and evidence, crime prevention, lagoon and park patrol, special events coordination and traffic.

Under the direction of a detective, interview victims and witnesses, screen and follow-up on investigations; refer victims to the appropriate community resources, provide information to the community regarding special events.

Assist the District Attorney's Office and probation officers in presentation of cases and court exhibits; testify in court as required.

Collect, preserve and transport physical evidence from crime scene investigations, including but not limited to, latent fingerprints, trace evidence, serological evidence, narcotics, firearms and tool marks; document crime scenes using 35 mm or video cameras and variety of different photogenic films and techniques.

Process fingerprints using the CAL ID system (Automated California Fingerprint Identification System); perform examinations on items of evidence both in the field and in the laboratory for latent fingerprints using a combination of laser techniques, print powders and chemicals.

Perform property and evidence collection duties, including but not limited to, receiving, identifying, preserving, classifying, tagging and logging narcotics and other evidence and property; release property according to guidelines, court orders, and established policies; maintain appropriate records and information in the automated property and evidence system.

Perform lagoon and park patrol enforcement activities, including but not limited to, patrolling by boat, vehicle, bicycle or on foot, enforcing lagoon use regulations, issuing citations, investigating water accidents patrolling parks and open areas and assisting in environmental efforts, performing safety rescue and first aid if necessary, assisting with disabled boats or minor accidents, and promoting safe recreation.

Conduct arrests or issue citations relative to driving under the influence or other designated offenses as it pertains to vehicles, boats or bicycles in lagoon, trail or off road areas or other areas within your purview.

Analyze the process and procedures for special events coordination and avenues process improvement; represent City interests in negotiations with special events promoters/applicants; administer permits for special event activities.

Work closely with various community organizations, neighborhoods and all areas affected by a special event; minimize negative impact of special events to the community; administer and monitor Special Event Program budget and expenditures; act as chairperson for the City Special Events Committee; perform any of the duties listed in the Community Service Officer I and II job descriptions or other duties as assigned.

**QUALIFICATIONS:** (May vary depending on the assignment)

**Knowledge of:**

Basic law enforcement organization, activities, terminology, practices and regulations.

Laws, policies, regulations, codes and guidelines related to the job area assigned; specifically in the Park and Lagoon Patrol assignment, basic water safety and water rescue techniques.

General procedures and techniques of evidence collection and preservation, including fingerprint classifications.

Record keeping principles and practices.

Interviewing methods and principles.

Safe work methods and safety regulations pertaining to the work.

Traffic accident investigation techniques.

Bad check and fraud investigation techniques.

First Aid and Cardio-pulmonary Resuscitation (CPR) techniques.

Various computer systems necessary to support administrative or clerical work.

Administering budgets.

**Ability to:**

Interpret, apply and explain a variety of ordinances, rules and regulations.

Ensure effective community relations through various communication processes including but not limited to negotiation and mediation techniques.

Deal tactfully and courteously with employees and the public.

Exercise sound independent judgment within general procedural and legal guidelines.

Analyze situations and take effective action quickly.

Understand and follow written and oral instructions.

Write clear and accurate reports.

Operate a variety of vehicles as necessary, such as cars, trucks, boats, in a safe manner during the course of work.

Perform routine clerical tasks.

Operate computer terminal keyboards to enter and query information.

Prepare, maintain, file and index a variety of reports, records and other written materials.

Perform water rescue and render effective First Aid and CPR.

Independently initiate and coordinate special events and or special projects of a complex nature.

Chair and run meetings.

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to the education and experience that could likely provide the required knowledge and abilities is qualifying. A typical background may include:

Equivalent to graduation from high school and three years of progressively responsible experience performing police civilian duties at a level equivalent to the City's classification of Community Service Officer II. Additional experience in a police-related area or vocational and/or college level coursework in criminal justice are desirable.

### **SPECIAL REQUIREMENTS:**

Possession of a valid California Drivers' License.

Must pass a detailed background investigation which may include a psychological evaluation.

Must be willing to work overtime, rotating evening, night, weekend and holiday shifts.

### **For the Lagoon and Park Patrol Assignment Only:**

Possession of First Aid and CPR certificates.

Ability to demonstrate basic swim skills at the discretion of the City.

### **PHYSICAL AND ENVIRONMENTAL CONDITIONS:**

Depending on the essential duties of the assignment, the physical and mental requirements and environment may vary. While performing the duties of this class, an employee is regularly required to sit; communicate in person and by telephone; operate standard office equipment and reach with hands and arms in the course of gathering evidence, assisting injured citizens, set-up or operation of special events, operating a bicycle or boat. An employee is frequently required to walk or stand during the performance of patrols, special event preparation, or processing evidence. Specific vision abilities required by this job include close vision and the ability to adjust focus, view

specimens through a microscope, to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read information and documents; observe and interpret people and situations; learn and apply new information or skills; perform detailed work; and interact with staff and others encountered in the course of work.

Incumbents may need to travel to various city locations or to off-site meetings as necessary and as the assignment demands.

Park and lagoon patrol will also require operating a vehicle, driving a boat, riding a bicycle or frequent walking for long durations. In emergency situations it may be necessary to have the capability to lift or drag a human being or large animal to safety.

DATE APPROVED:

Police

Salary Schedule

[Carlsbad Police Officers' Association Salary Schedule](#)

Benefits

[City of Carlsbad Police Department Benefits](#)